



October 31, 2014

To: Executive Board

Subject: **Performance Indicators Report - FY 2014/15 First Quarter Report**

Recommendation

Receive and file the FY 2014/15 First Quarter Performance Indicators Report.

Analysis

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for the first quarter of the fiscal year ending on June 30, 2015. Data is collected from a variety of sources such as the fareboxes on buses, the SMARTBus CAD/AVL system, data reported by contractors, and financial performance data.

In the first quarter of FY 2014/15, Foothill Transit met seven of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average time to answer; boardings per vehicle service hour; average weekday boardings; farebox recovery ratio; and average cost per vehicle service hour.

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** - Overall boardings recorded by the farebox for the quarter was 3.7 million boardings - a four percent increase over the same quarter last year.
- **Fare Revenue** - Total fare revenue for the quarter was \$4.8 million, a two percent increase over last year. The average fare per boarding was \$1.29.
- **Operating Expenses** - Total quarterly operating expenses were \$17.4 million, resulting in an average cost per service hour of \$91.36. Year to date, total operating expenses are 10 percent higher than last year.
- **Accidents** - The system averaged 0.60 preventable accidents per 100,000 miles. The preventable accident rate is 16 percent higher this quarter than last year.



- **Customer Complaints** – Foothill Transit received 17.39 complaints per 100,000 boardings in the first quarter, a five percent decrease from last year.
- **Schedule Adherence** – This quarter, 81.8 percent of all trips recorded by the SMARTBus system arrived on time. This is a 10 percent improvement from last year.

Analysis

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2015.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the quarter.

Attachment A1 summarizes system goals and performance indicators for the first quarter of FY 2014/15. Attachments A2 through A4 summarize the same metrics for July, August, and September 2014. Attachments L1 through L4 provide additional operations-related performance measures for the same time periods. The performance indicators for July and August 2014 have been reattached to this item to reflect corrections for a malfunction in the farebox system, as well as a small increase in miles operated due to the full electrification of Line 291.

Total Boardings and Total Revenues

In the first quarter of FY 2014/15, there were 3.7 million boardings on Foothill Transit buses. Year to date, boardings have increased four percent over the last fiscal year. Ridership on Lines 195, 284, 285, 289, 851, and 855 all showed double-digit percent increases compared to the same quarter last year,



demonstrating the continued customer demand for service increases that were implemented in November 2013 and June 2014.

Total fare revenue recorded this quarter was \$4.8 million. This is a two percent increase over last year's performance. The increase is primarily due to the Class Pass program and an increase in customer boardings.

Attachment B, Total Boardings vs. Fare Revenue, shows total boardings and revenue for the past 12 months.

Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety by monitoring the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

Preventable Accidents per 100,000 miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In the first quarter, there was an average of 7.7 accidents each month for an overall rate of 0.60 preventable accidents per 100,000 miles. This is 14 percent higher than the accident rate in the same quarter last year. The increased accident rate can be attributed to an unusually high number of preventable accidents in September leading up to the Arcadia operations and maintenance contract transition.

Attachment C, Preventable Accidents per 100,000 Miles, provides a summary of preventable accidents per 100,000 miles.

Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

Schedule Adherence

Foothill Transit has adopted a goal of 85 percent schedule adherence for this fiscal year. In the first quarter of this fiscal year, the agency achieved an average of 81.8 percent on-time performance on all lines. This is short of the performance target but represents a 10 percent improvement compared to last year.



Foothill Transit continues to use the SMART*Bus* system to measure on-time performance. Quality Assurance staff have been closely monitoring the SMART*Bus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013 and June 2014, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. In the first quarter of FY 2014/15, however, heavy construction along the I-10 highway has caused significant traffic delays for all vehicles traveling in the corridor, including Foothill Transit buses. Staff continue to analyze bus running times and have identified further schedule improvements that will be implemented with the service change scheduled for January 2015. Attachment D, Schedule Adherence, charts schedule adherence over the last 12 months.

Average Miles Between Mechanical Service Interruptions

In the first quarter, Foothill Transit buses averaged 26,990 miles between mechanical service interruptions. This meets the performance target (15,000 miles) and is almost twice the average number of miles between mechanical service interruptions in the same quarter last year (14,652 miles). This indicator reflects customer delays from mechanical service interruptions and measures the overall performance of the operations and maintenance contractors.

Attachment E, Average Miles Between Mechanical Service Interruptions, compares the average miles between mechanical service interruptions with our performance standard.

Complaints per 100,000 Boardings

This quarter, Foothill Transit received 17.39 complaints per 100,000 boardings. While this is higher than the performance target of 15.00 complaints per 100,000 boardings, it is a five percent improvement over the number of complaints received in the same quarter last year.

Compared to July and August, the rate of complaints increased in September during the transition of the Arcadia operations and maintenance contract. In contrast to previous months, there were a significant number of complaints about issues other than schedule adherence and operator courtesy: six percent of complaints were related to safety, ten percent were related to customer pass-ups, and 12 percent were related to mechanical issues. However, compared to last September, the actual volume of schedule adherence and operator courtesy complaints has decreased, demonstrating



that continued focus on these areas has resulted in improvements in customer satisfaction. Foothill Transit's management team and service contractors continue to analyze these problems in order to address them.

Attachment F, Complaints per 100,000 Boardings, provides a summary of complaints per 100,000 boardings.

Average Time to Answer

Phone systems at our five Transit *Stores* and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average time to answer of 28 seconds in the first quarter of FY 2014/15 is well below the performance target of 45 seconds. Each month, over 90 percent of customer calls to the Transit Stores were answered. Foothill Transit's management team is working closely with the Transdev team in Arcadia to address customer service.

Attachment G, Average Time to Answer, provides a summary of the average time for a customer's call to be answered by a Foothill Transit customer service representative.

Goal 3: Operate an Effective Transit System

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

Boardings per Vehicle Service Hour

Foothill Transit buses averaged 19.6 boardings per vehicle service hour in the first quarter of this fiscal year. This exceeds the performance target of 19.5 boardings per service hour. However, this is a slight decrease from the same quarter last year (20.5 boardings per service hour) due to a nine percent increase in service hours operated this fiscal year.

Attachment H, Boardings per Vehicle Service Hour, shows the trend of this performance indicator.

Average Weekday Boardings

The FY 2015 performance target for average weekday boardings is 48,900 boardings. In the first quarter, the agency averaged 49,405 boardings per weekday. This exceeds the performance target and is a four percent increase over the same quarter last year. Average weekday ridership increased in September after the beginning of the academic year for several area schools.



Attachment I, Average Weekday Boardings, shows the history of this indicator.

Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenues by total operating expenses. The first quarter farebox recovery ratio was 27.56 percent. This is an eight percent decrease compared to the same month last year, but exceeds the performance target (24.65 percent) by 12 percent.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$91.36, which meets the fiscal year target of \$101.48. Despite the nine percent increase in service hours operated this year, costs per vehicle service hour have only increased one percent compared to last year's average (\$90.06).

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sarah Tseng'.

Sarah Tseng
Service Quality Coordinator

A handwritten signature in blue ink, appearing to read 'Doran J. Barnes'.

Doran J. Barnes
Executive Director

Attachment A1:
Foothill Transit Key Performance Indicators
First Quarter of Fiscal Year 2015

Goal	Performance indicator	Attachment	Q1 FY 2015	Met target?	Q1 FY 2014	% improvement over same quarter last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	3,721,200	-	3,587,962	4%	3,721,200	-	3,587,962	4%	
	Vehicle service hours		189,986	-	174,928	9%	189,986	-	174,928	9%	
	Total fare revenue	B	\$4,783,197	-	\$4,711,589	2%	\$4,783,197	-	\$4,711,589	2%	
	Total operating expense		\$17,358,021	-	\$15,754,032	(10%)	\$17,358,021	-	\$15,754,032	(10%)	
Safety	Preventable accidents per 100,000 miles	C	0.60	Yes	0.52	(16%)	0.60	Yes	0.52	(16%)	≤ 0.60
Customer service	Schedule adherence	D	81.8%	No	74.2%	10%	81.8%	No	74.2%	10%	≥ 85%
	Miles between mechanical service interruptions	E	26,990	Yes	14,652	84%	26,990	Yes	14,652	84%	≥ 15,000
	Complaints per 100,000 boardings	F	17.39	No	18.28	5%	17.39	No	18.28	5%	≤ 15.00
	Average time to answer (seconds)	G	28	Yes	58	53%	28	Yes	58	53%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	19.6	Yes	20.5	(5%)	19.6	Yes	20.5	(5%)	≥ 19.5
	Average weekday boardings	I	49,405	Yes	47,489	4%	49,405	Yes	47,489	4%	≥ 48,900
Efficiency	Farebox recovery ratio	J	27.56%	Yes	29.91%	(8%)	27.56%	Yes	29.91%	(8%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$91.36	Yes	\$90.06	(1%)	\$91.36	Yes	\$90.06	(1%)	≤ \$101.48

Red = did not meet target

Attachment A2:
Foothill Transit Key Performance Indicators
July 2014

Goal	Performance indicator	Attachment	July 2014	Met target?	Same month last year	% improvement over same month last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,211,759	-	1,150,164	5%	1,211,759	-	1,150,164	5%	
	Vehicle service hours		64,465	-	59,308	9%	64,465	-	59,308	9%	
	Total fare revenue	B	\$1,510,000	-	\$1,410,587	7%	\$1,510,000	-	\$1,410,587	7%	
	Total operating expense		\$5,674,276	-	\$5,039,104	(13%)	\$5,674,276	-	\$5,039,104	(13%)	
Safety	Preventable accidents per 100,000 miles	C	0.38	Yes	0.68	43%	0.38	Yes	0.68	43%	≤ 0.60
Customer service	Schedule adherence	D	83.9%	No	77.2%	9%	83.9%	No	77.2%	9%	≥ 85%
	Miles between mechanical service interruptions	E	25,584	Yes	12,161	110%	25,584	Yes	12,161	110%	≥ 15,000
	Complaints per 100,000 boardings	F	15.51	No	16.35	5%	15.51	No	16.35	5%	≤ 15.00
	Average time to answer (seconds)	G	20	Yes	44	55%	20	Yes	44	55%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	18.8	No	19.4	(3%)	18.8	No	19.4	(3%)	≥ 19.5
	Average weekday boardings	I	47,507	No	44,837	6%	47,507	No	44,837	6%	≥ 48,900
Efficiency	Farebox recovery ratio	J	26.61%	Yes	27.99%	(5%)	26.61%	Yes	27.99%	(5%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$88.02	Yes	\$84.97	(4%)	\$88.02	Yes	\$84.97	(4%)	≤ \$101.48

Red = did not meet target

Attachment A3: Foothill Transit Key Performance Indicators August 2014

Goal	Performance indicator	Attachment	August 2014	Met target?	Same month last year	% improvement over same month last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,211,077	-	1,195,666	1%	2,422,836	-	2,345,830	3%	
	Vehicle service hours		63,373	-	59,308	7%	127,838	-	118,616	8%	
	Total fare revenue	B	\$1,603,035	-	\$1,495,591	7%	\$3,113,034	-	\$2,906,178	7%	
	Total operating expense		\$6,129,893	-	\$5,572,586	(10%)	\$11,804,169	-	\$10,611,691	(11%)	
Safety	Preventable accidents per 100,000 miles	C	0.39	Yes	0.42	7%	0.39	Yes	0.55	30%	≤ 0.60
Customer service	Schedule adherence	D	81.8%	No	73.0%	12%	82.9%	No	75.1%	10%	≥ 85%
	Miles between mechanical service interruptions	E	30,335	Yes	15,940	90%	27,730	Yes	13,796	101%	≥ 15,000
	Complaints per 100,000 boardings	F	15.69	No	19.65	20%	15.60	No	18.03	13%	≤ 15.00
	Average time to answer (seconds)	G	31	Yes	59	47%	26	Yes	52	50%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	19.1	No	20.2	(5%)	19.0	No	19.8	(4%)	≥ 19.5
	Average weekday boardings	I	47,318	No	45,518	4%	47,415	No	45,177	5%	≥ 48,900
Efficiency	Farebox recovery ratio	J	26.15%	Yes	26.84%	(3%)	26.37%	Yes	27.39%	(4%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$96.73	Yes	\$93.96	(3%)	\$92.34	Yes	\$89.46	(3%)	≤ \$101.48

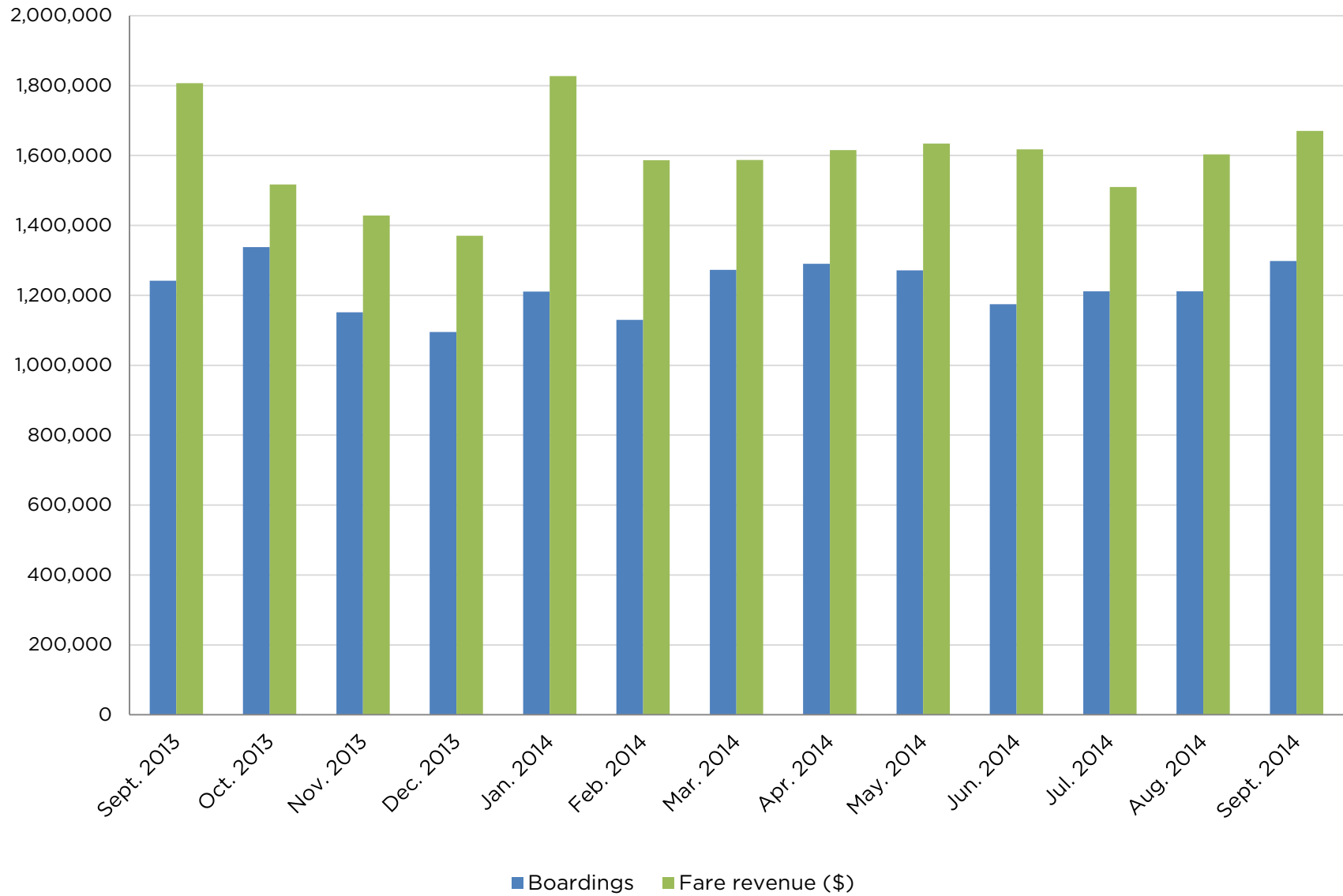
Red = did not meet target

Attachment A4: Foothill Transit Key Performance Indicators September 2014

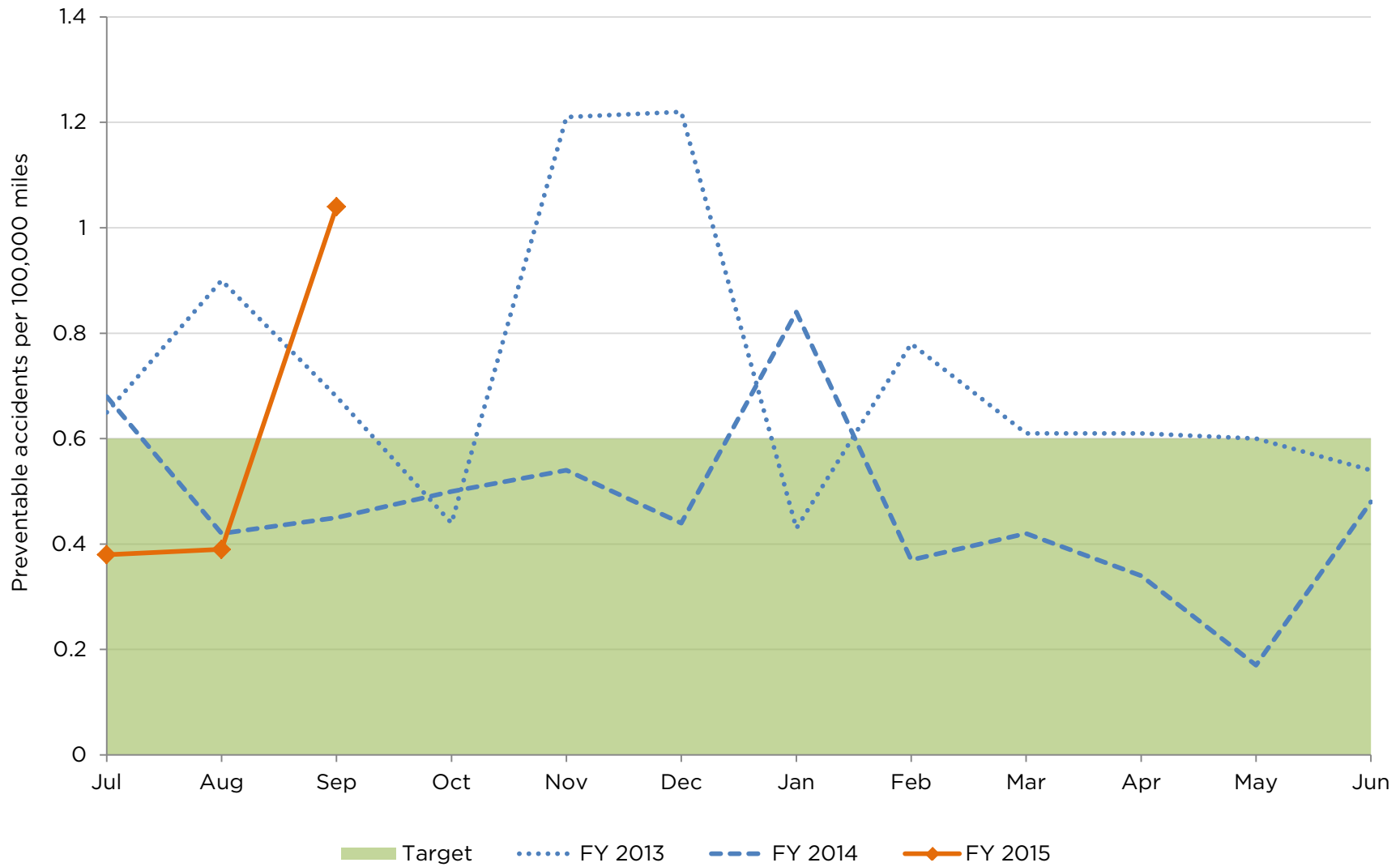
Goal	Performance indicator	Attachment	September 2014	Met target?	Same month last year	% improvement over same month last year	FY 2015 YTD	Met target?	FY 2014 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,298,364	-	1,242,132	5%	3,721,200	-	3,587,962	4%	
	Vehicle service hours		62,148	-	56,312	10%	189,986	-	174,928	9%	
	Total fare revenue	B	\$1,670,163	-	\$1,805,411	(7%)	\$4,783,197	-	\$4,711,589	2%	
	Total operating expense		\$5,553,852	-	\$5,142,341	(8%)	\$17,358,021	-	\$15,754,032	(10%)	
Safety	Preventable accidents per 100,000 miles	C	1.04	No	0.45	(131%)	0.60	Yes	0.52	(16%)	≤ 0.60
Customer service	Schedule adherence	D	79.7%	No	72.4%	10%	81.8%	No	74.2%	10%	≥ 85%
	Miles between mechanical service interruptions	E	25,586	Yes	16,871	52%	26,990	Yes	14,652	84%	≥ 15,000
	Complaints per 100,000 boardings	F	20.72	No	18.76	(10%)	17.39	No	18.28	5%	≤ 15.00
	Average time to answer (seconds)	G	32	Yes	72	56%	28	Yes	58	53%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	20.9	Yes	22.1	(5%)	19.6	Yes	20.5	(5%)	≥ 19.5
	Average weekday boardings	I	53,481	Yes	52,574	2%	49,405	Yes	47,489	4%	≥ 48,900
Efficiency	Farebox recovery ratio	J	30.07%	Yes	35.11%	(14%)	27.56%	Yes	29.91%	(8%)	≥ 24.65%
	Average cost per vehicle service hour	K	\$89.36	Yes	\$91.32	2%	\$91.36	Yes	\$90.06	(1%)	≤ \$101.48

Red = did not meet target

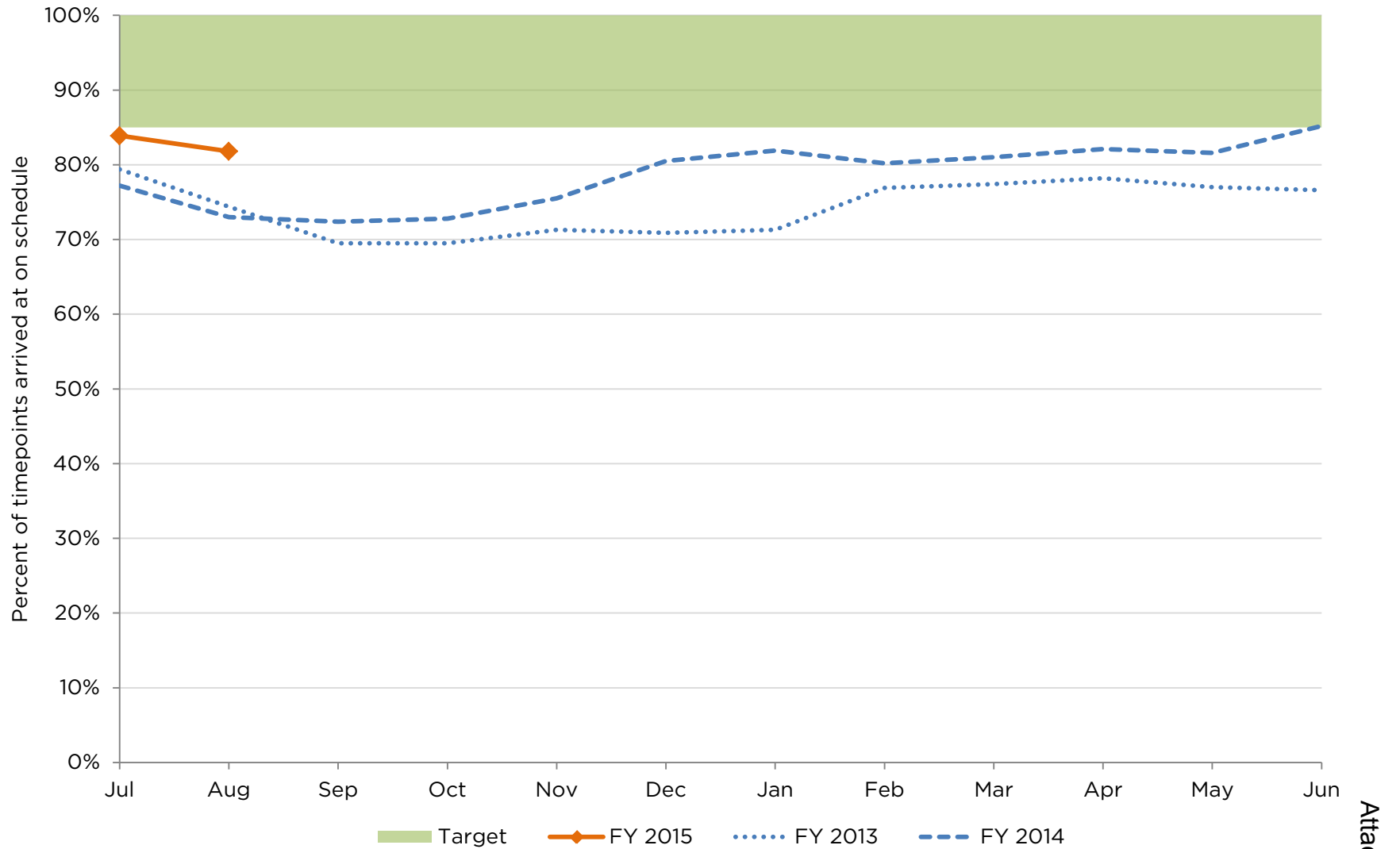
Attachment B: Total Boardings vs. Fare Revenue
September 2013 through September 2014
Foothill Transit



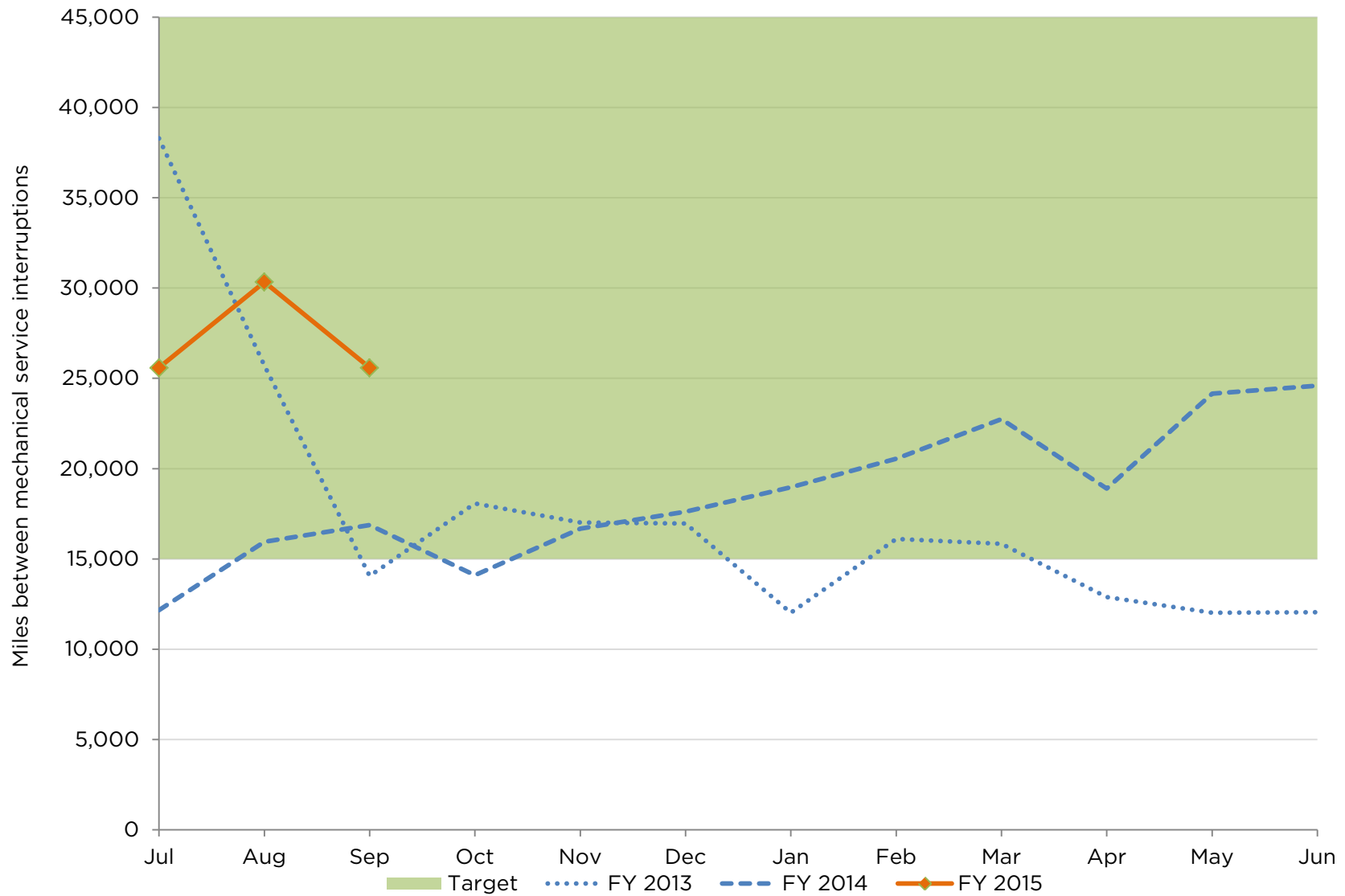
Attachment C: Preventable Accidents per 100,000 Miles
Fiscal Years 2013, 2014, 2015
Foothill Transit



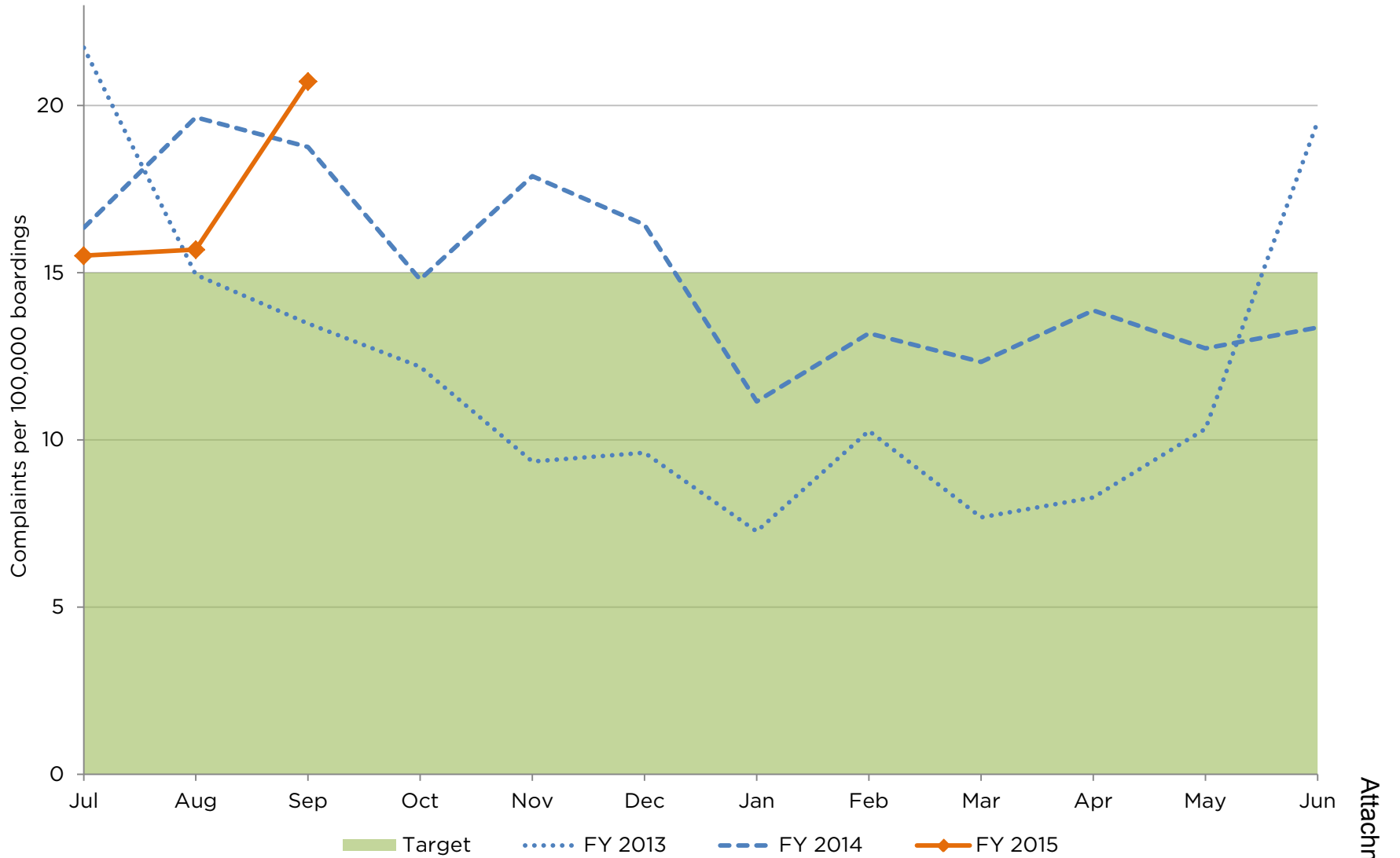
Attachment D: Schedule Adherence
Fiscal Years 2013, 2014, 2015
Foothill Transit



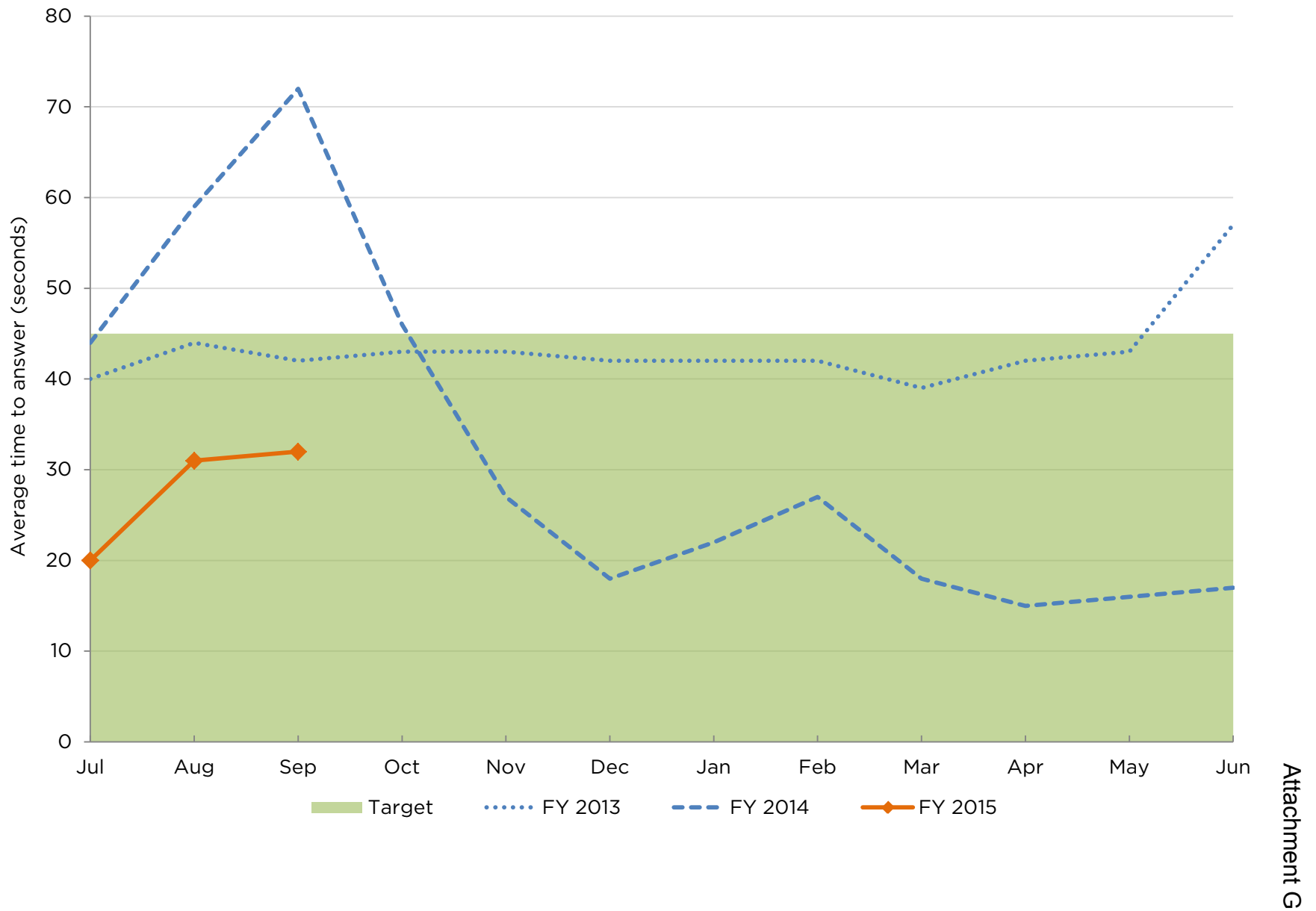
Attachment E: Average Miles Between Mechanical Service Interruptions
Fiscal Years 2013, 2014, 2015
Foothill Transit



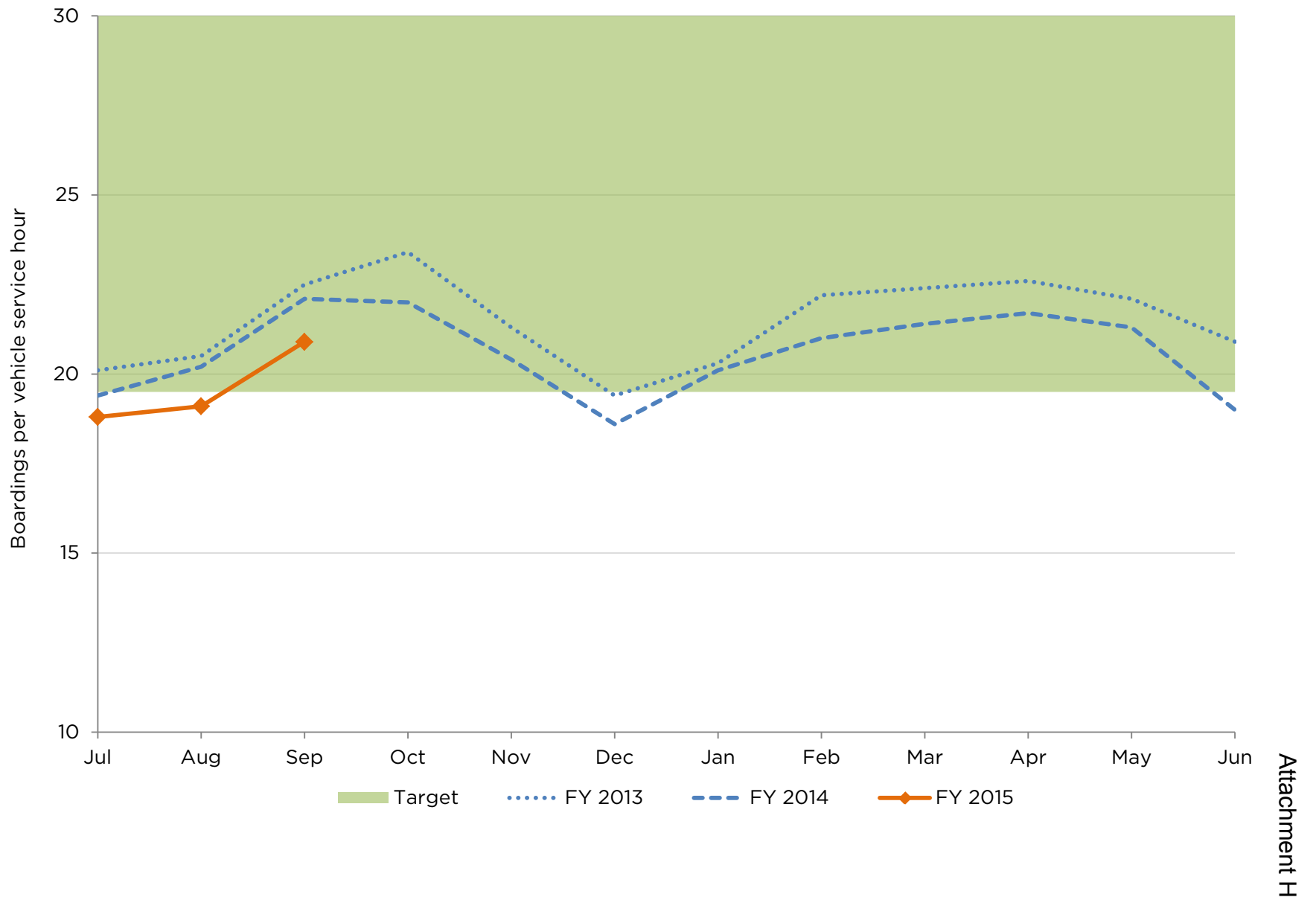
Attachment F: Complaints per 100,000 Boardings
Fiscal Years 2013, 2014, 2015
Foothill Transit



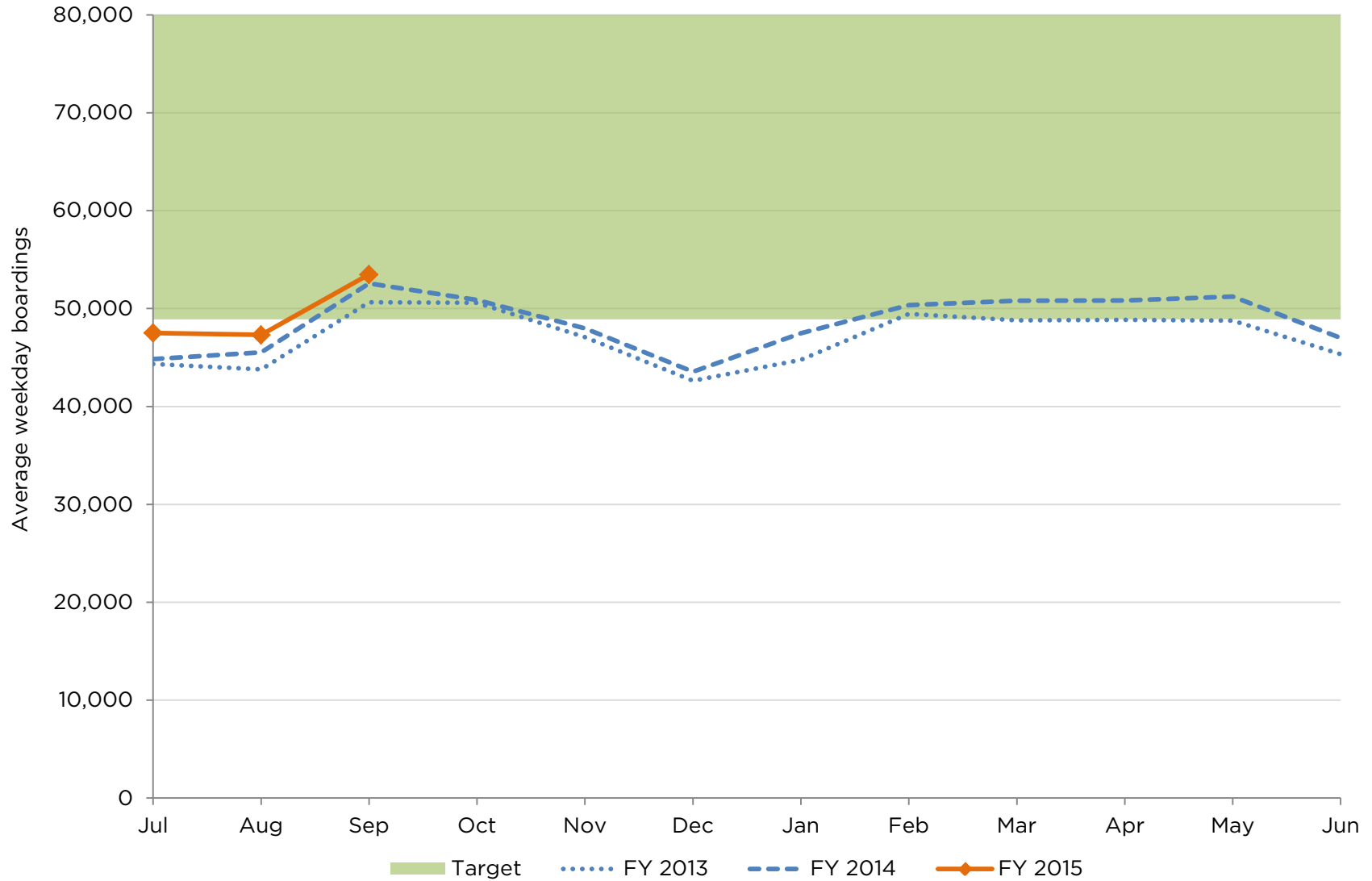
Attachment G: Average Time to Answer
Fiscal Years 2013, 2014, 2015
Foothill Transit



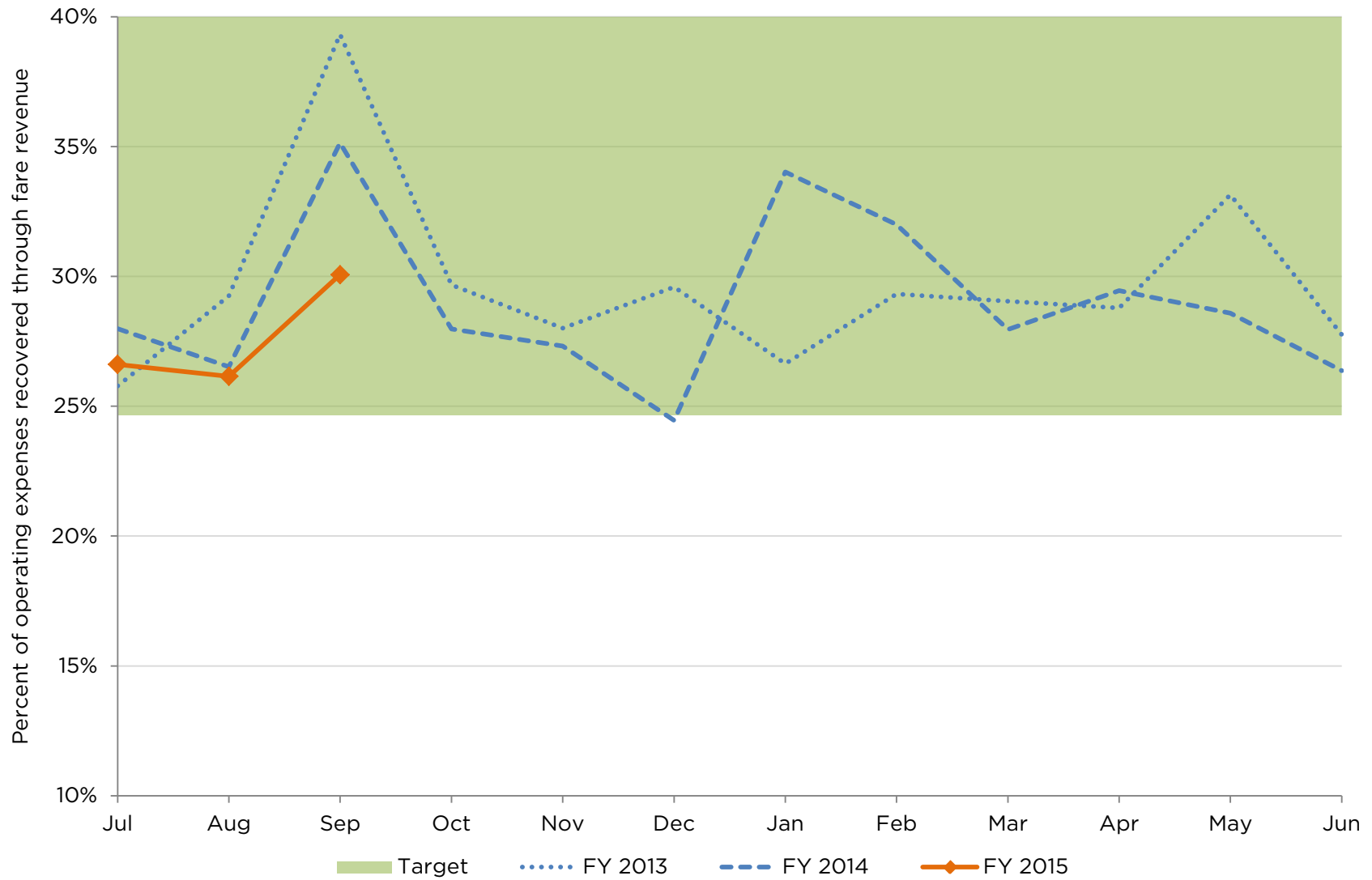
Attachment H: Boardings per Vehicle Service Hour
Fiscal Years 2013, 2014, 2015
Foothill Transit



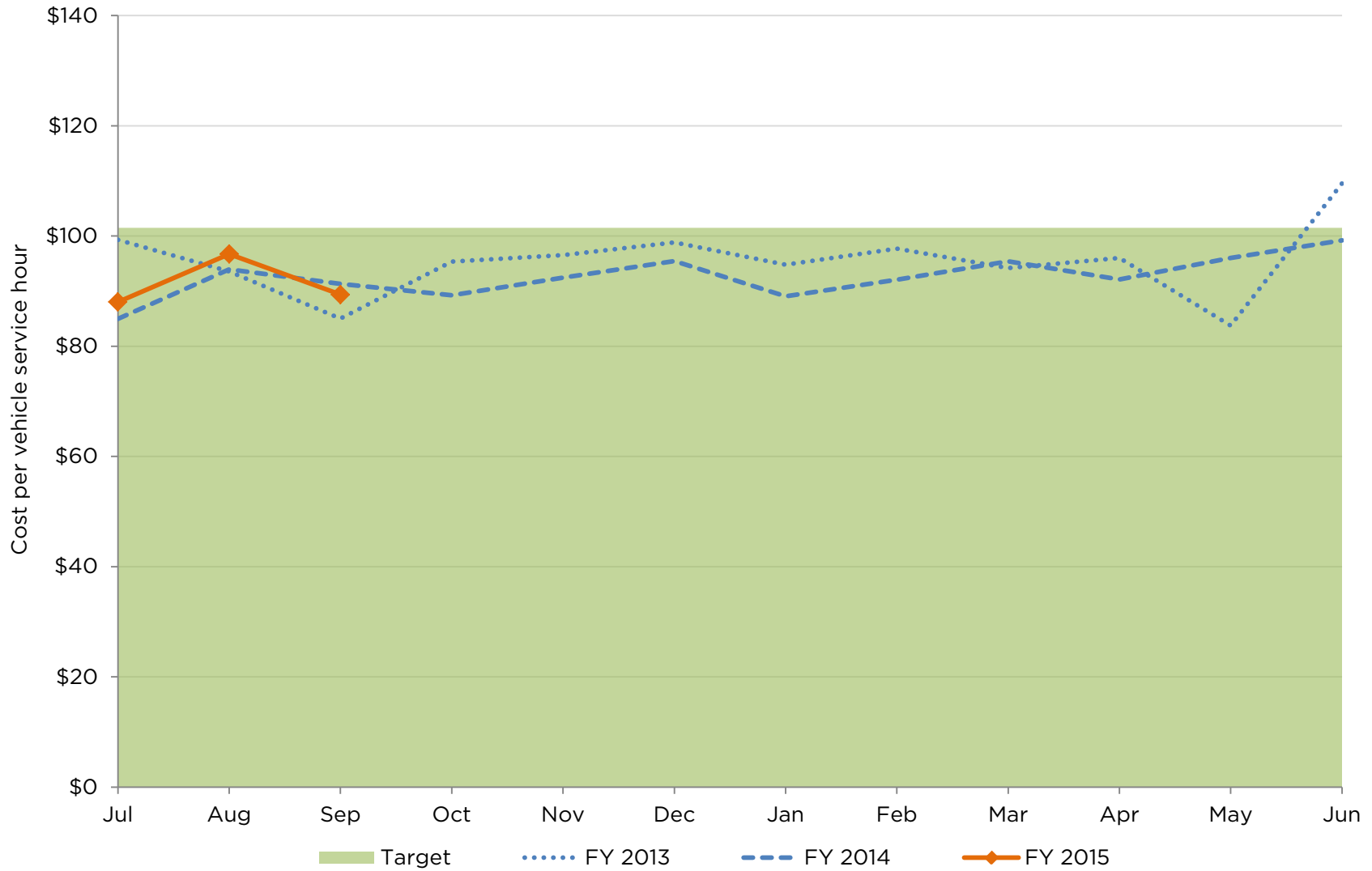
Attachment I: Average Weekday Boardings
Fiscal Years 2013, 2014, 2015
Foothill Transit



Attachment J: Farebox Recovery Ratio
Fiscal Years 2013, 2014, 2015
Foothill Transit



Attachment K: Average Cost per Vehicle Hour
Fiscal Years 2013, 2014, 2015
Foothill Transit



Attachment L1:
Foothill Transit Operations Report
First Quarter of Fiscal Year 2015

Goal	Performance indicator	Q1 FY 2015	Q1 FY 2014	% improvement over same quarter last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	\$1.29	\$1.31	(2%)	\$1.29	\$1.31	(2%)
	Average cost per boarding	\$4.66	\$4.39	(6%)	\$4.66	\$4.39	(6%)
	Average subsidy per boarding	\$3.38	\$3.08	(10%)	\$3.38	\$3.08	(10%)
	Total vehicle miles	3,832,608	3,472,623	10%	3,832,608	3,472,623	10%
	Vehicle service miles	2,797,223	2,631,166	6%	2,797,223	2,631,166	6%
	Total vehicle hours	257,301	230,340	12%	257,301	230,340	12%
	In-service speed (mph)	14.7	15.0	(2%)	14.7	15.0	(2%)
	Boardings per vehicle service mile	1.33	1.36	(2%)	1.33	1.36	(2%)

Attachment L2:
Foothill Transit Operations Report
July 2014

Goal	Performance indicator	July 2014	Same month last year	% improvement over same month last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	\$1.25	\$1.23	2%	\$1.25	\$1.23	2%
	Average cost per boarding	\$4.68	\$4.38	(7%)	\$4.68	\$4.38	(7%)
	Average subsidy per boarding	\$3.44	\$3.15	(9%)	\$3.44	\$3.15	(9%)
	Total vehicle miles	1,304,807	1,179,569	11%	1,304,807	1,179,569	11%
	Vehicle service miles	950,507	892,179	7%	950,507	892,179	7%
	Total vehicle hours	87,496	78,126	12%	87,496	78,126	12%
	In-service speed (mph)	14.7	15.0	(2%)	14.7	15.0	(2%)
	Boardings per vehicle service mile	1.27	1.29	(1%)	1.27	1.29	(1%)

Attachment L3:
Foothill Transit Operations Report
August 2014

Goal	Performance indicator	August 2014	Same month last year	% improvement over same month last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	\$1.32	\$1.25	6%	\$1.28	\$1.24	4%
	Average cost per boarding	\$5.06	\$4.66	(9%)	\$4.87	\$4.52	(8%)
	Average subsidy per boarding	\$3.74	\$3.41	(10%)	\$3.59	\$3.28	(9%)
	Total vehicle miles	1,274,067	1,179,576	8%	2,578,874	2,359,145	9%
	Vehicle service miles	932,102	892,179	4%	1,882,609	1,784,358	6%
	Total vehicle hours	85,702	78,126	10%	173,197	156,251	11%
	In-service speed (mph)	14.7	15.0	(2%)	14.7	15.0	(2%)
	Boardings per vehicle service mile	1.30	1.34	(3%)	1.29	1.31	(2%)

Attachment L4:
Foothill Transit Operations Report
September 2014

Goal	Performance indicator	September 2014	Same month last year	% improvement over same month last year	FY 2015 YTD	FY 2014 YTD	% YTD improvement
Operations	Average fare per boarding	\$1.29	\$1.45	(11%)	\$1.29	\$1.31	(2%)
	Average cost per boarding	\$4.28	\$4.14	(3%)	\$4.66	\$4.39	(6%)
	Average subsidy per boarding	\$2.99	\$2.69	(11%)	\$3.38	\$3.08	(10%)
	Total vehicle miles	1,253,734	1,113,478	13%	3,832,608	3,472,623	10%
	Vehicle service miles	914,615	846,809	8%	2,797,223	2,631,166	6%
	Total vehicle hours	84,104	74,089	14%	257,301	230,340	12%
	In-service speed (mph)	14.7	15.0	(2%)	14.7	15.0	(2%)
	Boardings per vehicle service mile	1.42	1.47	(3%)	1.33	1.36	(2%)